

Reduction of Inappropriate Emergency Department Utilization





Introduction

Welcome to today's presentation:

Reduction of Inappropriate Emergency Department (ED) Utilization

This presentation will provide you with an overview of the ED High Utilizers as well as the services, tools, and resources provided by Community Health Network of CT, the Medical ASO for the HUSKY Health Program to assist in the management of members. The tools help identify real time information and interventions to better serve HUSKY Health members in reducing inappropriate ED visits.

Presentation topics include:

- Overview of High Utilizers
- Interventions
- Member Education
- Provider Education

HEDIS Results ED Visits (Ambulatory Care)*

Calendar Year**	Pediatric Visits	Visits per 1,000 Members Per Year	Pediatric % change	Adult Visits	Visits per 1,000 Members Per Year	Adult % change
2012	209,907	56.96	N/A	335,966	106.19	N/A
2013	210,166	55.98	-1.72%	347,520	104.17	-1.91%
2014***	217,154	54.22	-3.15%	387,247	89.62	-13.97%

- Overall decline in ED visits from 2012 to 2013 was approximately 1.32%
- Adult ED visits decreased by 1.91% while Pediatric ED visits decreased by 1.72%
- Based on preliminary HEDIS results for 2014 the overall decline in ED visits vs. 2013 is approximately 7.71%

* Excludes behavioral health visits, dual eligible and limited benefit members

** All years reflect Calendar Year

** Preliminary HEDIS results – 2014 claims run out is not complete as of 5/29



High Utilizer Overview



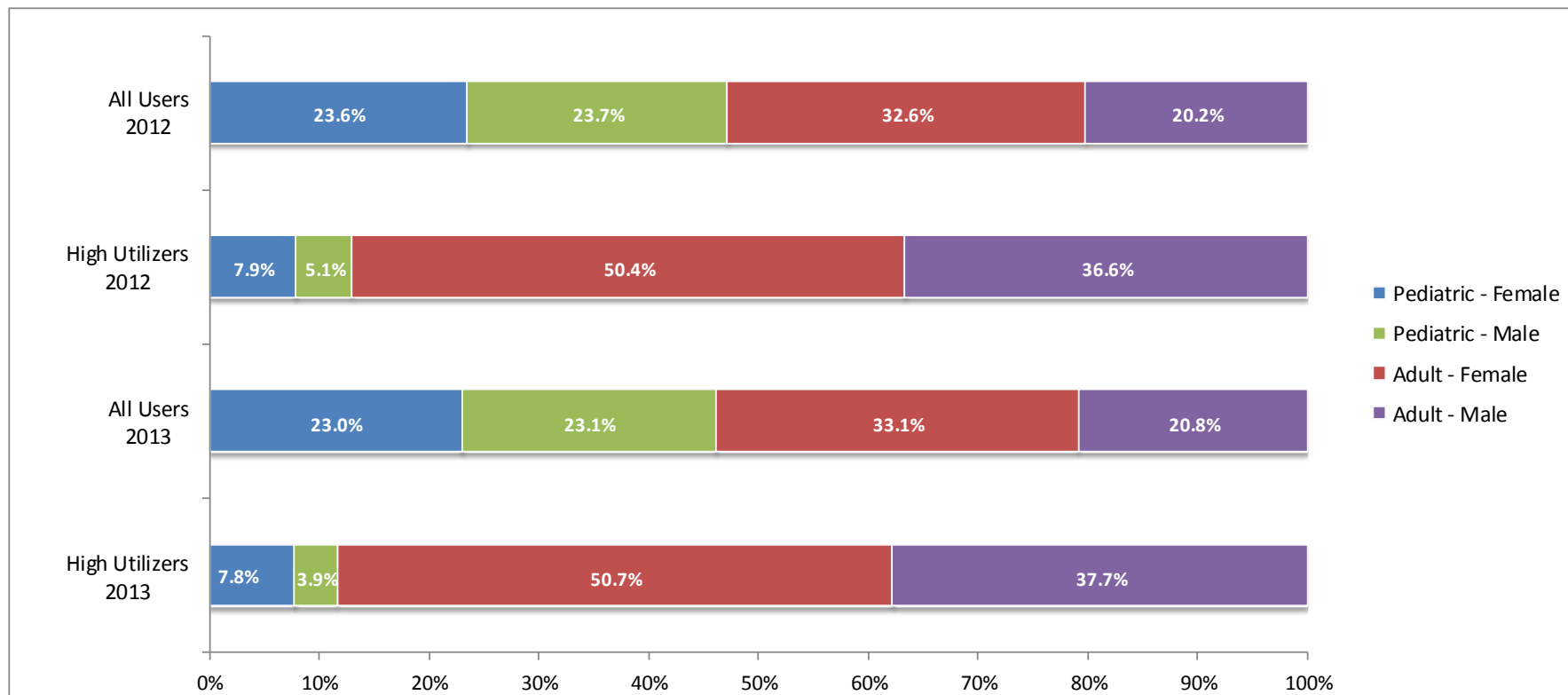
ED High Utilizers

- Criteria includes Husky Health Members with 10 or more annual visits to the ED (frequent utilizers)
- Frequent users represent a small percentage of all ED patients but a disproportionate share of visits.
- Frequent users account for approximately 1.7% of the members with an ED visit but 11.1% of the medical visits to the ED.*

* Excludes dual eligible and limited benefit members

ED High Utilizers vs. All ED Users

Age and Gender*



- In 2013, ED High Utilizers were predominately adult 88% versus 53% for all ED Utilizers
- Adult female members represented > 50% of ED High Utilizers but only 33% of all ED Utilizers in 2013

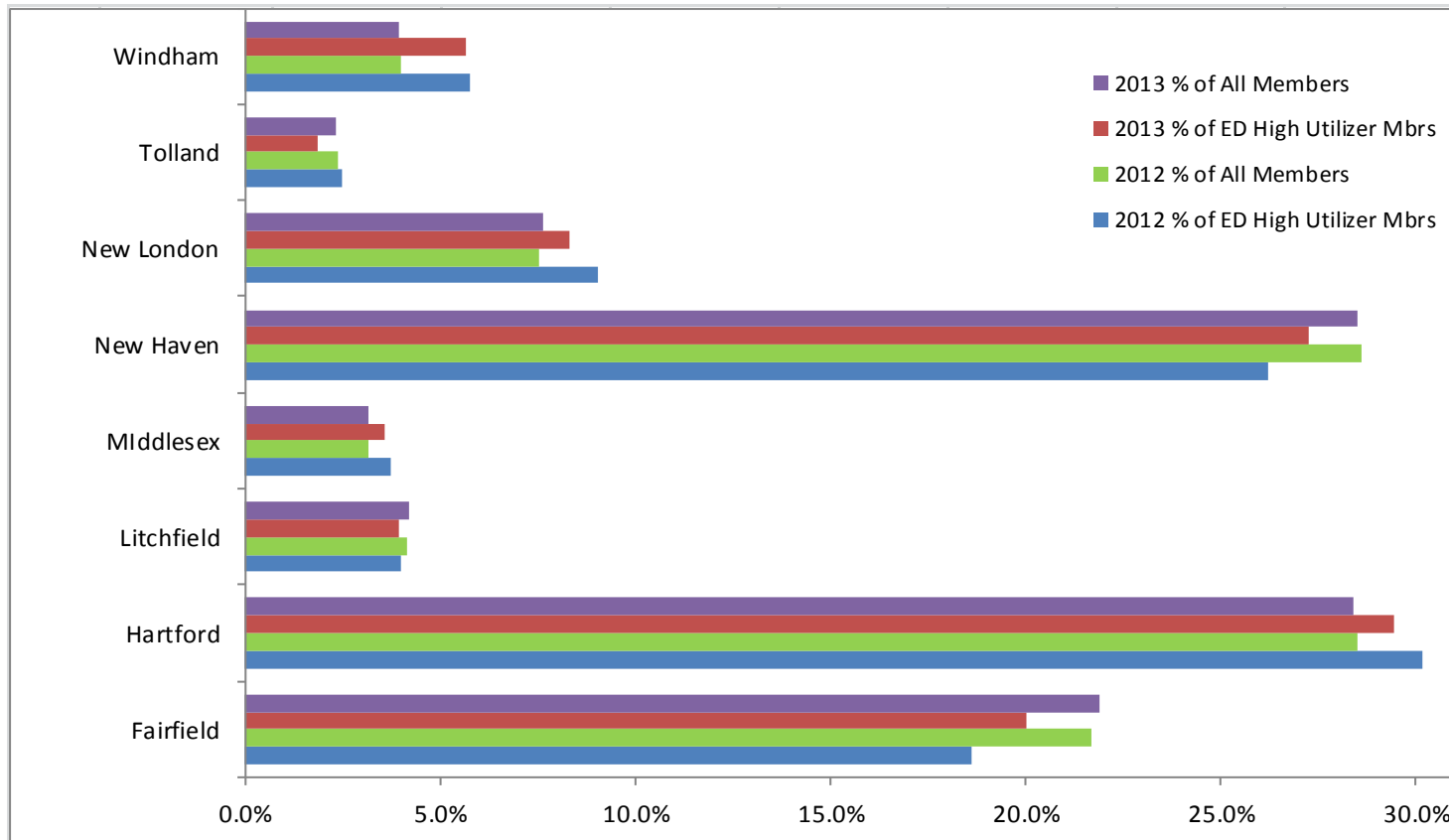
* Excludes dual eligible and limited benefit members

ED High Utilizers By Program*

- In 2013, ED High Utilizers based on number of members
 - Husky A/B = 43.3%
 - Husky C = 23.23%
 - Husky D= 33.43%
- Husky D experienced the largest decrease 9.9 % in number of members classified as High ED utilizers while Husky C experienced a 1.6% decrease

* Excludes dual eligible and limited benefit members

ED High Utilizer by County of Residence*



- In 2013, of the 4,525 ED High Utilizers 76.7% resided in Fairfield, Hartford or New Haven county while 78.8% of the Husky Health members resided in one of these three counties.
- The number of ED High Utilizers decreased by 147 members while membership increased by over 17,000.

* Excludes Charter Oak, dual eligible, limited benefit and out of state members

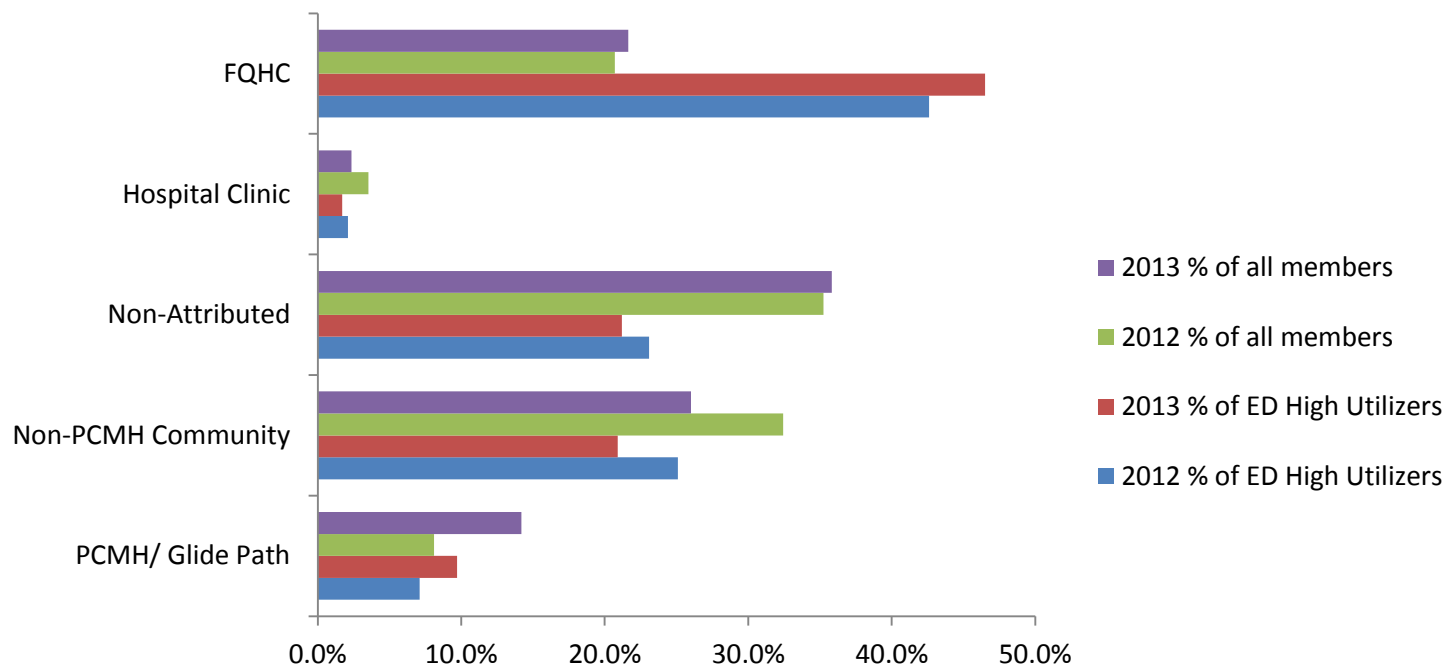
ED High Utilizer Medical Visits by Hospital*

Hospital	2013 Visits	2012 Visits	Percent Change
YALE NEW HAVEN HOSPITAL	5,774	5,588	3.3%
THE HOSPITAL OF CENTRAL CONNECTICUT	5,676	6,280	-9.6%
HARTFORD HOSPITAL	4,739	4,585	3.4%
BRIDGEPORT HOSPITAL	4,057	3,705	9.5%
ST VINCENTS MEDICAL CENTER	3,606	4,257	-15.3%
SAINT MARY'S HOSPITAL	3,288	3,552	-7.4%
ST FRANCIS HOSPITAL MEDICAL CENTER	2,936	2,518	16.6%
MIDSTATE MEDICAL CENTER	2,899	3,019	-4.0%
WATERBURY HOSPITAL	2,628	2,614	0.5%
WILLIAM W BACKUS HOSPITAL	2,611	2,513	3.9%
LAWRENCE AND MEMORIAL HOSPITAL	2,276	2,647	-14.0%
BRISTOL HOSPITAL	2,250	2,077	8.3%
DANBURY HOSPITAL	1,940	1,131	71.5%
WINDHAM COMM MEMORIAL HOSPITAL	1,790	2,612	-31.5%
MIDDLESEX HOSPITAL	1,781	1,959	-9.1%
STAMFORD HOSPITAL	1,728	1,765	-2.1%
GRIFFIN HOSPITAL	1,502	1,472	2.0%
CHARLOTTE HUNGERFORD HOSPITAL	1,273	1,133	12.4%
MANCHESTER MEMORIAL HOSPITAL	1,135	1,573	-27.8%
UCONN – JOHN DEMPSEY	1,096	962	13.9%
NORWALK HOSPITAL	960	825	16.4%
ROCKVILLE GENERAL HOSPITAL	928	1,325	-30.0%
CONNECTICUT CHILDRENS MEDICAL CENTER	661	947	-30.2%
DAY KIMBALL HOSPITAL	660	666	-0.9%
MILFORD HOSPITAL	637	604	5.5%
JOHNSON MEMORIAL HOSPITAL	541	532	1.7%
GREENWICH HOSPITAL	287	282	1.8%
NEW MILFORD HOSPITAL	268	299	-10.4%
SHARON HOSPITAL	85	133	-36.1%
OUT OF STATE HOSPITALS	593	517	14.7%
Total	60,605	62,092	-2.4%

* Excludes dual eligible and limited benefit members

Attribution Settings by Number of Members

ED High Utilizers versus All Members



- In 2013, 56.2% of the ED High Utilizers were attributed to an FQHC or PCMH/GP practice representing an increase of approximately 6.5 percentage points over 2012.
- The percentage of all members attributed to an FQHC or PCMH/GP practice represented 28.8% in 2012 and 35.8% in 2013.



Technology to Address High Utilizers

Admissions, Discharges and Transfers (ADT) - Targeted Use of Information

- Electronic **real time** receipt of admission, discharge and transfer transactions for HUSKY Health members from CT Hospitals.
- The live feed of electronic data is received and prioritized by CHNCT using criteria to identify members that may benefit from care management services while in the ED, in the hospital, or in the community.
- CHNCT focuses on:
 - Chronic diseases such as Asthma, Diabetes, Chronic Obstructive Pulmonary Disease and Sickle Cell
 - Transplants
 - Maternity and newborn needs
 - Children and youth with special healthcare needs
 - Unmet social needs



ADT Implementation

- In Early 2014, CHNCT began a pilot program with Yale New-Haven Health System (Yale, Greenwich and Bridgeport Hospitals)
- Real time notifications
 - Developed of capability to accept data
 - Built system to generate real time notification
 - Created reports to do care coordination
- Interventions
 - Provided outreach calls for members identified without a PCP after first ED visit
 - Educated Members about Nurse Helpline and alternatives to the ED

Care Management Interventions

Emergency Department Care Manager

- Collaborate with hospital ED Coordinator to:
 - Identify medical, functional, social and emotional needs
- Collaborate with behavioral health and ICM to:
 - Facilitate transitional planning and post discharge outreach
 - Ensure member's condition, medication regime, home care, outpatient needs, gaps in care and disease-specific education need are addressed
- Schedule PCP appointment for follow up care; for members without a PCP assist to obtain a PCP
- Assist with transportation needs

Intensive Care Manager

- ICM uses an individualized approach to provide support and education to HUSKY members based on their specific needs.
 - Face to Face (including onsite at ED when appropriate)
 - Telephonic support
 - Person-centered care planning, utilizing evidence-based clinical guidelines
- Member Identification
- Comprehensive Assessment and Care Plan
- Coordination and Collaboration
- Coaching and Education
 - Chronic Condition Coaching
 - Preventive Care Coaching
- Care Plan Goals Met



Sample ADT Notification

From: CHNReports@chnct.org [mailto:CHNReports@chnct.org]
Sent: Wednesday, May 20, 2015 9:04 AM
To: EDNotificationGroup
Subject: ED High Utilization

Member ID: 999999999
Member Name: SAMPLE, PATIENT
Member Address: 25 SAMPLE STREET APT A ANYTOWN CT 00011
Member Phone: 2039999999
Member DOB: 9999-01-01
Age: xx
Program: HUSKY D
Eligibility Status: Active
Sensitive Opt Out Selections: Medical is reportable
Name of ED: BH
PCP Name: Doctor PCP
PCP Phone: 2031111111
Diagnosis Description: Sickie Cell Crisis
Date of Last ED Visit: 2015-05-03
of ED Visits in Last 6 Months: 12
of Imaging Visits in Last 6 Months: 11
ICM Managed: Yes
Case Status: Intensive Care Management 04/27/2015
ICM Case Manager: Sample Manager
Co-Morbid Conditions: Sickie Cell Indicator
Medical Record Number: xxxxxxxx

Sample ADT Daily Report

Member Intervention - ICM Notification Report																					Report Date: 6/1/2015 For Date(s): 5/29/2015 - 5/31/2015	
Member ID	Member Name	Program	Coverage Code	Eligibility Status	Sensitive Opt Out Selections	DOB	Age	Member Address	Member Phone	Name of ED	Patient Location	Is ICM Managed	Case Manager	Case Status	Case Type	Case Type Description	Diagnosis Code	Diagnosis Text Description	# of ED visits in the last 6 months	Date of last ED visit		
999999999	Sample, Member	HUSKY A	F07	Active	Medical is reportable	1/1/9999	40	142 Any Street Any Town CT 00011		YH	YH+H ED	no						Abdominal pain x 3 days, seen here 3 day	12	1/27/15		
888888888	Sample, Patient	HUSKY A	X25	Active	Medical is reportable	1/1/9999	2	383 Any Lane Any City CT 00009		BH	BH ED	no						fall	1	12/6/14		
777777777	Example, Case	HUSKY A	F07	Active	Medical is reportable	1/1/9999	14	383 Any Where Any City CT 00009		YH	EDPEDIATR	no					298	Behavior Problem	1	12/30/14		
666666666	Specific, Member	HUSKY A	X25	Active	Medical is not reportable	1/1/9999	2	383 Any Place Any City CT 00009		BH	BH ED	no						ear pain				
555555555	Any, Member	HUSKY D	X02	Active	Medical is reportable	1/1/9999	60	383 Any Location Any City CT 00009		YH	YH+H ED	yes	Sample Manager	03	500030	Behavioral Health ICM 05/21/2015		ETOH ingestion	24	5/1/15		

	X	Y	Z	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN
1	Last 2 Primary Diagnosis Codes	# of Imaging visits in ED in the last 6 months	Total of controlled substance prescriptions YTD	Total of prescribers for prescriptions within controlled substance painkillers YTD	Total of different pharmacies at which at least one controlled substance painkiller prescription was filled YTD	PCP ID	PCP Name	PCP Phone Number	ADT Status Code	SPMI Indicator	Sickle Cell Indicator	Pregnant Indicator	Asthma Indicator	Diabetes Indicator	Heart Failure Indicator	COPD Indicator	Coronary Heart Disease Indicator
2	2015-04-15 AUDIOWIMX DISTURB EMOTN&COND UCT. NONDEPENDENT CANNABIS ABS	10	5	1	5	999999999	Sample Doctor	2039999999	A04	NO	NO	NO	YES	NO	NO	NO	NO
3	2015-03-10 UNSPECIFIED OTITIS MEDIA	1				999999999	Sample Physician	2039999999	A04	NO	NO	NO	YES	NO	NO	NO	NO
4	2015-05-01 DB W/O COMP TYPE I TYPE UNCONTROL	2				999999999	Any Physician	2039999999	A04	NO	NO	NO	NO	NO	NO	NO	NO
5	2015-04-30 ROUTINE INFANT/CHILD HEALTH CHECK. BMI PEDIATH% TO < 85TH% AGE					999999999	Example Doctor	2039999999	A04	NO	NO	NO	YES	NO	NO	NO	NO
6	2015-05-06 NONDPND ALCOHOL ABS UNS	59	1	1	1	999999999	Any Doctor	2039999999	A04	YES	NO	NO	NO	NO	YES	YES	YES



ADT Implementation

- In 2015, CHNCT expects to expand ADT Implementation Statewide thru the Connecticut Hospital Association (CHA).
- Implementation of a Statewide Real Time ADT Transaction Exchange. CHA acts as the hub for all transactions.
- Currently testing ADT feeds from CHA for 26 hospitals. Target is to implement balance of Connecticut Hospitals supported by CHA in the summer 2015.
- Assessment of hospitals not participating in CHA to determine if ADTs can be sent directly to CHNCT.



Member Education

Member Education

Information on the 24-hour Nurse Helpline is available on www.huskyhealth.org member website and is included in our new member welcome packets.

[Provider Home](#) • [Member Home](#) • [Contact Us](#) • [f](#) • [t](#) [Search Site](#)

HUSKY HEALTH
CONNECTICUT

[PROVIDERS](#) [MEMBERS](#)

FIND IT HERE:
Find a Doctor
Covered Services
New Members Information
Am I Eligible?
Health Education
Materials & Programs
Care Management
Community Resources
Member Privacy
Member Rights & Responsibilities
Report Fraud

MY HEALTH CARE
[Member Login](#)
Login or create an account here, to access a secure site for personal information.

WELCOME MEMBERS
Welcome to the HUSKY Health Program's member website. This website contains all of the information you need to know about your HUSKY Health benefits.
Want to know how to find a doctor or what services are covered under the HUSKY Health Program? Simply click one of the tabs on the left to find out. There are also several other topics there that can teach you more about your health plan. Want to log in and see your personal health information? Click the Member Login button on the left side of this page to be brought to our secure member portal.
If you have any question about your health plan, please give us a call at 1.800.859.9889. We're here Monday through Friday from 8 a.m. to 6 p.m. The number if you are hearing impaired is 711. We'd love to help you.

Attention Members
Do you use Non-Emergency Medical Transportation?
Do you contact LogistiCare and use a medical cab to go to your medical visits? Does someone go with you and help you?
If someone travels with you in the medical cab, your provider will now need to complete a form explaining that you needed this help.
[Click here to get a copy of the form.](#)
Bring it with you to your appointment and let your provider know they should fill out this form before your next visit.

Are you pregnant or a new mom?
The Healthy Beginnings program can help!
[Visit the Healthy Beginnings web page to learn more.](#)

Not Sure if you should see your Doctor or go to the Emergency Room?
Do you think you need to see your doctor right away, or do you have a health problem that you are not sure can wait? Do you have follow-up questions to a recent visit to a doctor that you forgot to ask?
We're here 24/7
Call the 24-hour Nurse Helpline at 1.800.859.9889
You can ask questions and talk to the nurse about any health issues that you may have. A nurse will always be ready to help you!
[For more information on how to get help and a list of Urgent Care Clinics and Walk-In Medical Centers, download our brochure.](#)

Opting Out of Sharing Health Information with your PCP on the Secure Provider Portal.
The HUSKY Health Program gives Primary Care Providers (PCPs) computer access to certain information. In addition to your PCP having computer access to this health information they will also have secure computer access to health information about you that HUSKY Health has from your other health providers, such as hospitals, specialists and pharmacies. If you do not want your PCP to have computer access to this information, you will need to complete an Opt Out Request Form and send it back to us.
[Find out more about opting out here](#)

Urgent Care & Walk-In Medical Centers

Emergency Department alternatives are provided on www.huskyhealth.org. Distribution also via member mailings, face to face visits, school based nurses and day cares.

Where to Get Health Care When It's Not an Emergency



Unsure of where to get care when you are sick or injured?

Always contact your primary care physician, if possible

This brochure will help guide you to Emergency Room alternatives



2 Ways to Get Healthcare When it's NOT an Emergency

Urgent Care Clinics and Walk-In Medical Centers

Always contact your primary care physician (PCP) first. Your PCP is your main source of healthcare and can help coordinate care with other providers. If your PCP is not available, urgent care clinics and walk-in medical centers can provide care for non-life threatening medical problems or problems that can't wait.

Reasons to visit urgent care clinics and walk-in medical centers:

- Common illnesses, such as colds, coughs, flu symptoms, ear infections, sore throats, migraines, fever, and skin infections.
- Minor injuries, such as a twisted or sprained ankle, back pain, minor cuts and burns, minor broken bones, and minor eye injuries.

Urgent care clinics and walk-in medical centers usually accept walk-ins. Many are open seven days a week. Some are even open late during the week.

or

Call Our 24-Hour Nurse Helpline

Our nurses are available 24 hours a day, seven days a week. Do you think you need to see your doctor right away, or do you have a health problem that you are not sure can wait? Do you have follow-up questions about a recent visit to a doctor that you forgot to ask?

You can ask questions and talk to the nurse about any health issues that you may have. A nurse will always be ready to help you!

Call the 24-hour Nurse Helpline at 1.800.859.9889

Urgent Care Clinics and Walk-In Medical Centers that participate in the HUSKY Health Program.*
*Please call ahead as hours may change

ANSANIA
CVS MinuteClinic
24 Pershing Drive
866-389-2727
Mon-Fri: 8:30AM-7:30PM
Sat: 9:00AM-5:30PM
Sun: 10:00AM-5:30PM

My Health 360 Urgent Care
158 Main Street, Suite 201
203-755-9835
Mon-Fri: 9:00AM-4:00PM
Wed & Fri: 1:00PM-5:00PM

CS-HHC of Ansonia
121 Wadsworth Avenue
203-953-5000
Mon & Wed: 8:30AM-7:30PM
Thu, Thu, Fri: 8:30AM-5:00PM

AVON
CVS MinuteClinic
358 West Main Street
866-389-2727
Mon-Fri: 8:30AM-7:30PM
Sat: 9:00AM-5:00PM
Sun: 10:00AM-5:00PM

Bethel
CVS MinuteClinic
7 Depot Avenue
866-389-2727
Mon-Fri: 8:30AM-7:30PM
Sat: 9:00AM-5:00PM
Sun: 10:00AM-5:30PM

Bloomfield
The Urgent Care Center of Connecticut
421 Chapel Grove Road
860-242-0334
Mon-Fri: 8:30AM-8:00PM
Sat: 9:00AM-7:30PM
Sun: 10:00AM-1:00PM

BRANFORD
Sewey Creek Urgent Care
4 Business Park Road, Suite 302
203-483-4580
Mon-Fri: 8:00AM-4:30PM
Sat & Sun: 9:00AM-1:00PM

BRIDGEPORT
CVS MinuteClinic
982 East Main Street
203-660-3360
Mon, Wed, Thu, Fri: 8:00AM-5:00PM
Tue: 8:00AM-7:30PM
Sat: 9:00AM-1:00PM

Southeast Community Health Center-FQHC
Pediatric Only
802 East Main Street
203-660-3360
Mon, Wed, Thu, Fri: 8:00AM-5:00PM
Tue: 8:00AM-7:30PM
Sat: 9:00AM-1:00PM

Southeast Community Health Center-FQHC
203-330-4000
Mon-Fri: 8:30AM-4:30PM
Mon & Wed evening: 5:00PM-8:00PM
Sat: 9:00AM-1:00PM

Southeast Community Health Center-FQHC
968 Portland Avenue
203-330-4000
Mon-Fri: 8:30AM-4:30PM
Mon & Wed evening: 5:00PM-8:00PM
Sat: 9:00AM-1:00PM

St. Vincent's Urgent Care Walk-In Center
4005 Main Street
203-371-4465
Mon-Fri: 8:00AM-5:00PM
Sat & Sun: 9:00AM-5:00PM

Decatur Express Urgent Care
362 Center Avenue
203-333-4400
Mon-Fri: 8:00AM-5:00PM
Sat & Sun: 9:00AM-5:00PM

Endicott Community Health Center
471 Center Avenue
203-333-4884
Mon & Tue: 8:00AM-7:30PM
Wed-Fri: 8:00AM-5:00PM

Peak City Primary Care Center
148 Rock Rock Avenue
203-576-5000
Mon, Tue, Thu, Fri: 8:00AM-5:00PM
Wed: 8:00AM-7:30PM
Sat: 9:00AM-1:00PM

Main Street Pediatric
3180 Main Street
203-373-1111
Mon-Fri: 8:00AM-5:00PM
Fri: 10:00AM-5:00PM
Wed-Fri: 8:00AM-5:00PM

Rapahannock Community Center
780 Center Avenue
203-576-7420
Mon, Wed, Thu, Fri: 8:30AM-5:00PM
Tue: 7:30AM-5:00PM

PROVIDER LIST PAGE 1

The Chase Wellness Center
1871 East Main Street
203-330-2763
Mon-Fri: 8:30AM-5:00PM

Hallam Community Health Center
82-88 George Street
203-576-3882
Mon-Fri: 8:30AM-5:30PM

Southeast Community Health Center
512 Center Avenue
203-660-2140
Mon-Fri: 8:30AM-4:30PM

Southeast Community Health Center
743 South Avenue
203-330-4000
Mon-Fri: 8:30AM-4:30PM

BRISTOL
CVS MinuteClinic
879 Farmington Avenue, Rt. 6
866-389-2727
Mon-Fri: 8:30AM-7:30PM
Sat: 9:00AM-5:30PM
Sun: 10:00AM-5:30PM

Harford Medical Group-Bristol (Harford Medical Group)
22 Pine Street
860-384-0911
Mon-Fri: 8:00AM-5:00PM
Sat: 9:00AM-5:00PM
Sun: 10:00AM-4:00PM

BRIDGEFIELD
Physician's Urgent Care-Bridgefield
31 Old Route 7
203-865-0008
Mon-Fri: 8:00AM-5:00PM
Weekends & Holidays: 9:00AM-5:00PM

CHESTER
CVS MinuteClinic
195 South Main Street
866-389-2727
Mon-Fri: 8:30AM-7:30PM
Sat: 9:00AM-5:30PM
Sun: 10:00AM-5:30PM

MedQuick Urgent Care Center
680 South Main Street
203-864-4700
7 Days a Week: 8:00AM-7:30PM

COLCHESTER
Berkshire Health Care-Colchester
143 Broadway
860-357-4465
Mon-Fri: 8:00AM-4:00PM
Sat & Sun: 9:00AM-5:00PM

CVS MinuteClinic
119 South Main Street
866-389-2727
Mon-Fri: 8:30AM-7:30PM
Sat: 9:00AM-5:30PM
Sun: 10:00AM-5:30PM

CONVENTRY
CVS MinuteClinic
3514 Main Street
866-389-2727
Mon-Fri: 8:30AM-7:30PM
Sat: 9:00AM-5:30PM
Sun: 10:00AM-5:30PM

DANFORTH
Decatur Express Urgent Care
2 Main Street
203-660-2140
Mon-Fri: 8:30AM-5:00PM
Sat & Sun: 9:00AM-5:00PM

Community Health Center of Center
Dorchester
57 North Street, Suites 309-311
860-743-9760
Mon-Wed: 9:00AM-7:00PM
Thu: 9:00AM-6:00PM
Fri: 9:00AM-5:30PM
Sat: 9:00AM-1:00PM

DANIELSON
Canaan Family Health Center of Danvers
54 Reynolds Street
860-774-7351
Mon, Tue, Wed, Fri: 10:00AM-5:00PM
Thu: 10:00AM-7:00PM

EAST HAMPTON
CVS MinuteClinic
54 East High Street
866-389-2727
Mon-Fri: 8:30AM-7:30PM
Sat: 9:00AM-5:00PM
Sun: 10:00AM-5:00PM

EAST HARTFORD
First Choice Health Centers, Inc.
94 Connecticut Boulevard
860-528-3399
Mon-Thru: 7:00AM-7:00PM
Fri: 7:00AM-5:00PM
Sat: 8:00AM-5:00PM

First Choice Health Center
110 Connecticut Boulevard
860-289-5487
Mon-Thru: 7:00AM-5:00PM

First Choice Health Center
2171 Peach Road
203-464-5680
Mon-Fri: 8:00AM-7:30PM
Sat: 9:00AM-5:30PM
Sun: 10:00AM-12:00PM

Yale Urgent Care Center
2171 Peach Road
203-464-5680
Mon-Fri: 8:00AM-7:30PM
Sat: 9:00AM-5:30PM
Sun: 10:00AM-12:00PM

PROVIDER LIST PAGE 2

ENFIELD
CVS MinuteClinic
875 Enfield Street
866-389-2727
Mon-Fri: 8:30AM-7:30PM
Sat: 9:00AM-5:30PM
Sun: 10:00AM-5:30PM

New England Urgent Care-Enfield
55 Hazard Avenue
866-745-9911
Mon-Fri: 8:30AM-8:00PM
Weekends & Holidays: 9:00AM-6:00PM

Urgent & Primary Care (Harford)
HarfordCare Medical Group
100 Hazard Ave, Suite 111
866-496-2380
Mon-Fri: 8:00AM-8:00PM
Sat: 9:00AM-5:00PM
Sun: 10:00AM-4:00PM

FAIRFIELD
Fairfield Urgent Care Center
309 Boston Road
203-332-1554
Mon-Fri: 8:00AM-8:00PM
Sat & Sun: 9:00AM-5:00PM

St. Vincent's Urgent Care Walk-In Center
1055 Post Road
203-228-5440
Mon-Fri: 8:00AM-8:00PM
Sat & Sun: 9:00AM-5:00PM

FARMINGTON
HHC Primary & Urgent Care
406 Farmington Avenue
864-977-3905
Mon-Fri: 8:00AM-8:00PM
Weekends: 9:00AM-5:00PM

GLASTONBURY
CVS MinuteClinic
2629 Main Street
866-389-2727
Mon-Fri: 8:30AM-7:30PM
Sat: 9:00AM-5:30PM
Sun: 10:00AM-5:30PM

Physician's Urgent Care
Canaan
2629 Main Street
203-467-8289
Mon-Fri: 8:00AM-8:00PM
Weekends & Holidays: 9:00AM-5:00PM

GRANBY
CVS MinuteClinic
203 Main Street
866-389-2727
Mon-Fri: 8:30AM-7:30PM
Sat: 9:00AM-5:30PM
Sun: 10:00AM-5:30PM

GROTON
CVS MinuteClinic
115 Pagemore Road
866-389-2727
Mon-Fri: 8:30AM-7:30PM
Sat: 9:00AM-5:30PM
Sun: 10:00AM-5:30PM

Physician's Urgent Care Groton
220 Route 12
866-745-9911
Mon-Fri: 8:30AM-8:00PM
Weekends & Holidays: 9:00AM-5:00PM

GUILFORD
CVS MinuteClinic
1007 Boston Post Road
866-389-2727
Mon-Fri: 8:00AM-7:30PM
Sat: 9:00AM-5:00PM
Sun: 10:00AM-5:30PM

HAMDEN
CVS MinuteClinic
204 Crown Avenue
866-389-2727
Mon-Fri: 8:30AM-7:30PM
Sat: 9:00AM-5:30PM
Sun: 10:00AM-5:30PM

HARTFORD
Cheney Oak Health Center Inc.-FQHC
21 Grand Street
860-550-7500
Mon-Thru: 8:00AM-6:00PM
Fri: 8:30AM-6:00PM
Sat: 8:30AM-2:00PM

Community Health Services-FQHC
500 Albany Avenue
860-249-9425
Mon, Tue, Thu, Fri: 9:00AM-5:30PM
Wed: 8:30AM-5:00PM

JEWETT CITY
United Community & Family Services-Jewett City
79 Main Street
860-376-7040
Mon-Thru: 8:00AM-7:00PM
Fri: 8:00AM-6:00PM

LESTERY
Berkshire Health Care-Ledyard
743 Colgate Ledyard Highway
860-464-3324
Wed: 8:30AM-12:30PM

MADISON
Madison Health Center
1347 Boston Post Road
203-779-5007
Mon-Fri: 8:00AM-8:00PM
Sat & Sun: 9:00AM-4:30PM

When it is an Emergency

For true emergencies, go to your nearest Emergency Room or call 911.

An emergency can be an illness or injury that needs immediate attention and/or could be life threatening, such as being unable to breathe, a major broken bone, an injury to the neck or spine, loss of consciousness, chest pain, head or spine injury, or the ingestion of poison.

Information current as of November 5, 2014

The Nurse Helpline is a service of the HUSKY Health Program.

PROVIDER LIST PAGE 3

Member Education (con't)

24 Hour Nurse Help Line signs were placed on the exterior and interior of city buses in Bridgeport, Waterbury, Hartford and New Haven.



Member Education (con't)

24 Hour Nurse Help Line educational posters were created and distributed to primary care physician offices, FQHCs and clinics. All materials are available in English and Spanish.

HUSKY Health Program Members:

Not Sure if you should see your Doctor or go to the Emergency Room?



We're here 24/7, even at 2 a.m.

Do you think you need to see your doctor right away, or do you have a health problem that you are not sure can wait? Do you have follow-up questions about a recent visit to a doctor that you forgot to ask?

You can ask questions and talk to the nurse about any health issues that you may have. A nurse will always be ready to help you!

Call the 24-hour Nurse Helpline at
1.800.859.9889

The Nurse Helpline is a service of the HUSKY Health Program.



Miembros del Programa de Salud HUSKY:

¿No Está Seguro/a si usted debe consultar a su Médico o ir a la Sala de Emergencia?



Estamos aquí 24/7, aún a las 2:00 a.m.

¿Cree usted que necesita consultar a su médico de inmediato, o tiene usted algún problema de salud del cual no está seguro puede esperar? ¿Tiene preguntas de seguimiento acerca de alguna reciente visita a un médico, que se le olvidó preguntar?

Usted puede hacer preguntas y hablar con la enfermera acerca de cualquier problema de salud que tenga. ¡Una enfermera siempre estará dispuesta a ayudarle!

Llame a la Línea de Ayuda de Enfermera 24 horas al
1.800.859.9889

La Línea de Ayuda de la Enfermera es un servicio del Programa de Salud HUSKY.





Provider Education Portal Reports



Secure Provider Portal Reports

- CHNCT developed a variety of reports that provide valuable information to assist primary care practices with the management of HUSKY Health members attributed to their practice.
- Practices are granted access to the secure Provider Portal through an approval and validation process.
- Portal reports are loaded to the secure Provider Portal by the 20th of each month. Practices registered after the 19th of each month will be able to view their reports the following month.
- Reports can be downloaded, saved, and filtered for use by office staff.
- All reports are generated at the practice's Federal Tax Identification Number (TIN) level for members attributed to PCPs in the practice, and will not show members that "Opt Out" of sharing medical information.



Available Secure Provider Portal Reports

Panel Reports:

- Patient Panel Report

Utilization Reports:

- ED Utilization Report
- Inpatient Census Activity
- Inpatient Claims Report
- Pharma Claims Report

Gaps in Care Reports:

- Child Well-Care
- Child Diabetes Screening Tests
- Adult Preventive Visits Age 21-49
- Adult Preventive Visits Age 50-64
- Adult Diabetes Screening Tests
- Cancer Screening Tests

ED Utilization Report

This report includes all members attributed to PCPs that have had at least one trip to the Emergency Department in the last six months and paid in the prior month. It will also show the last time the member had a preventive or office visit.

999999999 - Sample Practice

ED Utilization Detail
Excludes Dual Eligible and
Opt-Out Members

PCP ID	PCP Full Name	Last Name	First Name	Member ID	Member Birth Date	Member Zip	HOH ID	HOH Name	Date Of Service	Admit Diag Code	Admit Diag Code Desc	Other Diag Code 1	Other Diag Code 1 Desc	Day Of Week	Time Of Day	Revenue Code
999999999	Dr. Brown	Member A		999999999	11/15/9999	06088	123456789	Member F	8/21/2014	6820	CELLULITIS OF FACE	6820	CELLULITIS OF FACE	THURSDAY	0000	0450
999999999	Dr. Smith	Member B		888888888	11/8/9999	06071	234567890	Member G	11/26/2014	95901	HEAD INJURY NOS	8500	CONCUSSION W/O COMA	WEDNESDAY	0000	0450
999999999	Dr. Smith	Member C		777777777	10/16/9999	06071	345678901	Member H	12/25/2014	47819	NASAL & SINUS DIS NEC	490	BRONCHITIS NOS	THURSDAY	0000	0450
999999999	Dr. Jones	Member D		666666666	9/3/9999	06082	456789012	Member I	1/7/2015	7820	SKIN SENSATION DISTURB	7820	SKIN SENSATION DISTURB	WEDNESDAY	0000	0450
999999999	Dr. Jones	Member E		555555555	2/17/9999	06071	567890123	Member J	1/5/2015	71945	JOINT PAIN-PELVIS	71945	JOINT PAIN-PELVIS	MONDAY	0000	0450

For illustrative purposes only


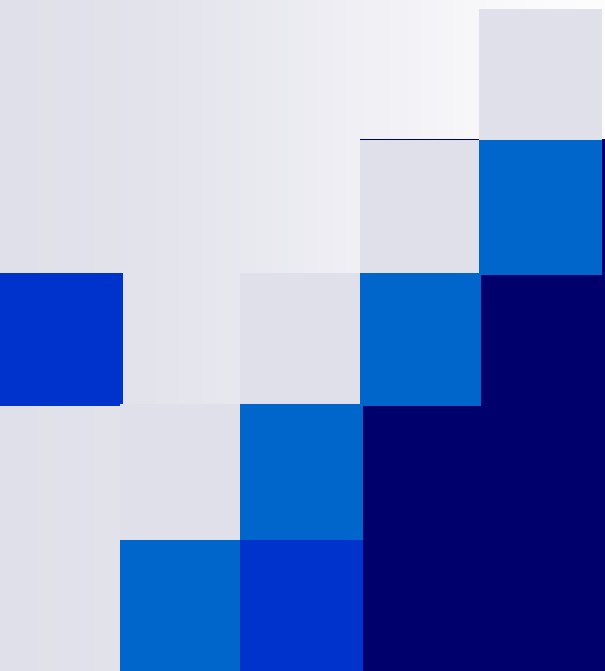
ED Utilization Report (cont'd)

999999999 - Sample Practice

ED Utilization Detail
Excludes Dual Eligible and
Opt-Out Members

Last Name	First Name Hospital Name	LPV Date Of Service	LPV Provider Name	LPV Provider Medicaid ID	LPV Revenue Code	LPV Revenue Code Desc	LPV Procedure Code	LPV Procedure Code Desc	LPV Diag Code	LPV Diag Code Desc	LOV Date Of Service	LOV Provider Name	LOV Billing Provider	LOV Revenue Code	LOV Revenue Code Desc	LOV Procedure Code	LOV Procedure Code Desc	LOV Diag Code	LOV Diag Code Desc
Member A	ABC HOSPITAL	9/24/2014	DR. COOK	999999999			99395	PREV VISIT EST AGE 18-39	V700	ROUTINE MEDICAL EXAM	12/5/2014	DR. COOK	999999999			99201	OFFICE/OUTPATIENT VISIT NEW	V745	SCREEN FOR VENERAL DIS
Member B	ABC HOSPITAL	7/24/2013	DR. COOK	999999999			99384	PREV VISIT NEW AGE 12-17	V700	ROUTINE MEDICAL EXAM	3/5/2014	DR. COOK	999999999			99213	OFFICE/OUTPATIENT VISIT EST	1101	DERMATOPHYTOSIS OF NAIL
Member C	ABC HOSPITAL	1/1/1900									9/16/2014		999999999			99201	OFFICE/OUTPATIENT VISIT NEW	V745	SCREEN FOR VENERAL DIS
Member D	ABC HOSPITAL	11/1/2012	DR. COOK	999999999			99395	PREV VISIT EST AGE 18-39	V700	ROUTINE MEDICAL EXAM	1/7/2015	DR. COOK	999999999			99213	OFFICE/OUTPATIENT VISIT EST	78650	CHEST PAIN NOS
Member E	ABC HOSPITAL	6/3/2013	DR. COOK	999999999			99385	PREV VISIT NEW AGE 18-39	V700	ROUTINE MEDICAL EXAM	1/26/2015	DR. COOK	999999999			99214	OFFICE/OUTPATIENT VISIT EST	71945	JOINT PAIN-PELVIS

For illustrative purposes only



Provider Education CareAnalyzer[®]



CareAnalyzer® Introduction

- CareAnalyzer® is an analytic tool used by CHNCT for population health management and to monitor performance on a variety of quality measures.
- The tool combines elements of patient risk, care opportunities, and provider performance, including the following:
 - Current and predicted risk scores for each member using the Johns Hopkins ACG® (Adjusted Clinical Group) methodology
 - Provider performance based on quality measures
 - Utilization
 - High risk member identification
 - Gaps in Care
- The tool is available to primary care practices:
 - Practice level reports are available at both a summary and detail level, and are based on members attributed to the practice.

High Risk Member Report

Filtering Options

[Hide Filtering Criteria](#) [Delete Filter](#)

Select Filter Current Report -- 04/21/2014 Save Filter Name ☐ Global Filter


Product	All	Product Type	All	All	
RUB	from to	# Chronic Conditions	> 1	Program	In
Frailty Flag	All	Pregnancy No Delivery	All	Race_Ethnicity	In
Total Cost Band	All 0%	Probability High Cost	from to	Language	In
RX Cost Band	All 0%	Probability High Rx Cost	from to	PCP_TIN	In
Total \$ Predicted	All	Probability Hosp (12 mos)	from to	Case_Mgmnt	In
# Unique MDs	All	Inpatient Admissions	All		
Coord Risk	All	30-Day Readmits	from to		
ER Services	> 1	Total RX Gaps	All		
Gaps in Care	All	RX Ingredient Count	All		
Age	from to				
Term Date	None	<input type="checkbox"/> Use Report Period End Date as Term Date			
Sort Order	RRS Predicted				

Refresh Report

<p>Include MEDC</p> <ul style="list-style-type: none"> All Administrative Allergy Cardiovascular Dental Ear, Nose, Throat Endocrine 	<p>Include EDC Refresh EDC Or And</p> <ul style="list-style-type: none"> CAR - Acute myocardial infarction CAR - Cardiac arrest, shock CAR - Cardiac arrhythmia CAR - Cardiac valve disorders CAR - Cardiomyopathy CAR - Cardiovascular disorders, other CAR - Cardiovascular signs and symptoms 	<p>Exclude MEDC</p> <ul style="list-style-type: none"> All Administrative Allergy Cardiovascular Dental Ear, Nose, Throat Endocrine 	<p>Exclude EDC Refresh Exclude EDC</p> <ul style="list-style-type: none"> No All
<p>Include Major RxMG</p> <ul style="list-style-type: none"> All Allergy/immunology Cardiovascular Ears, Nose, Throat Endocrine 	<p>Include RxMG Refresh RxMG Or And</p> <ul style="list-style-type: none"> CAR - Cardiovascular / Chronic Medical CAR - Cardiovascular / Congestive Heart Failure CAR - Cardiovascular / Disorders of Lipid Metabolism CAR - Cardiovascular / High Blood Pressure CAR - Cardiovascular / Vascular Disorders 	<p>Exclude Major RxMG</p> <ul style="list-style-type: none"> All Allergy/immunology Cardiovascular Ears, Nose, Throat Endocrine 	<p>Exclude RxMG Refresh Exclude RxMG</p> <ul style="list-style-type: none"> No All

High Risk Member Report

High Risk Members



DSTHS CareAnalyzer®

High Risk Members

ACG Risk Adjusted

Reporting Period: 03/01/2013 to 02/28/2014

Restricted View: No

Resource Utilization Band = All, Probability Hosp = All, Pharmacy Cost Band = All, Total Cost Band = All, Chronic Condition Count = >1, Age = All, 30-Day Readmits = All, Frailty Flag = All, Risk Poor Coord = All, Pregnancy No Delivery = All, Probability of High Cost = All, Probability High Rx Cost = All, # Unique MDs = All, Gaps in Care = All, Include MEDCs = Cardiovascular, Include EDC = All, Exclude MEDCs = All, Exclude EDC = No All, MRxMGs = Cardiovascular, RxMG = CAR - Cardiovascular / Disorders of Lipid Metabolism Exclude MRxMG = All, Exclude RXMG = No All, Product = All, Product Type = All, PCP_TIN In 123456789-SAMPLE PRACTICE, Terminated Date = None, Total \$ Predicted = All, Total RX Gaps = All, # ER Services >1, # Inpatient Admissions = All, RX Ingredient Count = All

Record 1 - 21 of 21

Member ID	Member Name	Age	Sex	Member Months	RRS Current	RRS Predicted	Prob	Total \$ Current	Total \$ Predicted	Total \$ Cost Impact	RX \$ Current	RX \$ Predicted	Hosdom	Chronic Condition Count	# of Unique MDs	RX Ingrid Count
012345678	SAMPLE, MEMBER 1	41	F	12	10.81	23.34	0.95	188,981	114,199	---	25,297	24,616	5	18	15	49
987654321	SAMPLE, MEMBER 2	62	F	12	10.81	11.83	0.65	64,473	57,896	--	17,982	17,587	2	6	16	23
876543210	SAMPLE, MEMBER 3	43	F	12	10.81	11.66	0.65	47,667	57,058	++	9,801	6,867	2	12	9	25
765432109	SAMPLE, MEMBER 4	60	M	12	10.81	9.87	0.53	25,694	48,317	+	4,138	3,498	3	10	4	26


- Provides member's current and predicted risk score along with condition count, cost, and pharma utilization data.
- Assists in identifying and stratifying members for proactive, targeted care management interventions.

Member Clinical Profile

Member Clinical Profile - Microsoft Internet Explorer provided by Community Health Network of CT

Member ID: 333333333 [Search](#) [Refresh Report](#)

125%

 **DSTHS CareAnalyzer®**
Member Clinical Profile

ACG Adjusted
 Report Period: 03/01/2013 to 02/28/2014
 Member ID: 333333333
 Name: JOE SAMPLE
 Restricted View: Yes
[Pharmacy Adherence](#) [EDCs](#) [Rx-MGs](#)

Identifying Information			
Sex	F	Product	MEDICAID
Age	41	Product Type	MLI
Member Months	12	Program	HUSKY D
Assigned PCP		Race_Ethnicity	BLACK/AFRICAN DESCNT NON-HISPANIC
Assigned PCP Specialty	31-316 - PHYSICIAN - FAMILY PRACTITIONER	Language	ENGLISH
Imputed PCP	N/A -	PCP_TIN	
Imputed PCP Specialty	N/A	Case_Mgmt	CCMS - Closed 1-6 Months

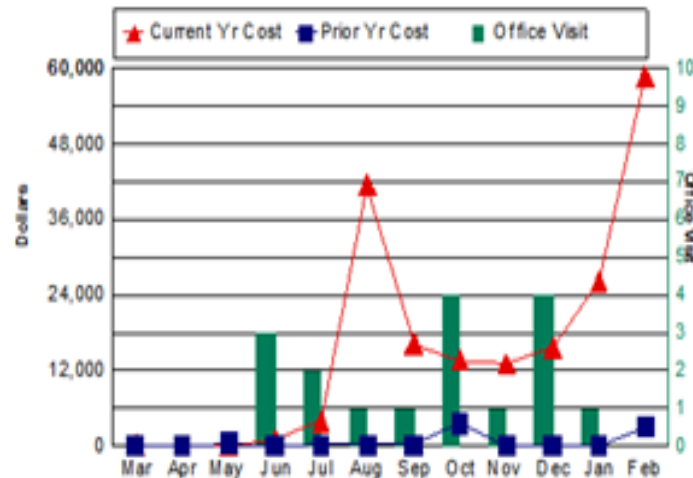
Risk and Utilization			
Risk		Special Markers	Utilization
RUB	5	Chronic Condition Count	18
RRS - Current	10.81	HosDom	5
RRS - Predicted	23.34	Frailty Flag	Y
Prob Hosp - 6 month	0.72	Tobacco Use	N
Prob Hosp - 12 month	0.77	Substance Abuse	NR
		Ambulatory Visits	40
		Inpatient Admissions	8
		30-Day Readmits	3
		ER Services	3
		Dialysis Services	Y
		Nursing Services	Y
		MH Services	NR
		# Unique MDs	15
		Coord Risk	High
		Ingredient Count	49

Condition Markers			
Active Cancer	NP	COPD	NP
Anxiety	NR	Depression	NR
Bipolar Disorder	NR	Diabetes	TRT
CHF	TRT	Disorder Lipid Metab	TRT
Chronic Renal Failure ICD		HIV	NR
		Hypertension	TRT
		Ischemic Heart Dz	TRT
		Migraines	NP
		Parkinson's Disease	NP
		Peptic Ulcer Disease	RX
		Persistent Asthma	NP
		Rheumatoid Arthritis	NP
		Schizophrenia	NR
		Severe Pain	RX
		Transplant	NP

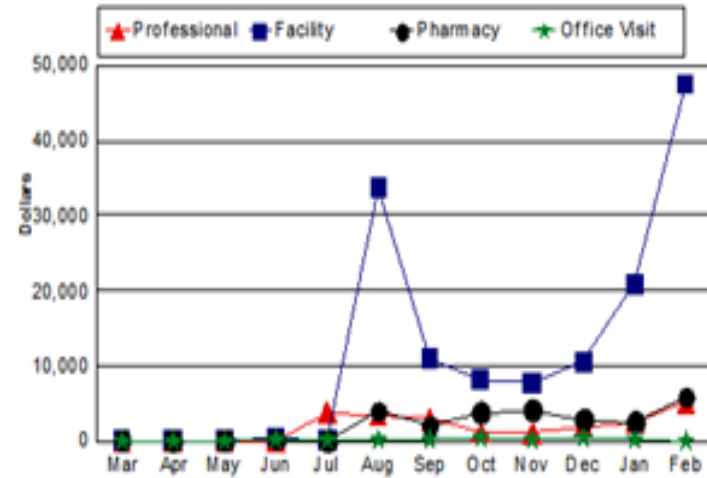
- Member-specific information identifying risk factors and conditions.
- Member utilization, including ED visits and readmissions.
- Sensitive conditions are only identified for members who don't opt out.

Member Clinical Profile (cont'd)

Cost Trend and Visit Distribution



Cost Distribution by Claim Type



Cost Analysis

Total Cost \$

Actual Allowed Total	188,981.29
Actual Paid Total	189,248.19
Predicted Total	114,199.48
Probability Total Cost Outlier	95%
Probability Total Cost Outlier Prior	10%
Total Cost Band	98-99%

RX Cost \$

Actual Rx Cost	25,296.72
Predicted Rx	24,616.02
Probability Rx Cost Outlier	98%
Probability Rx Cost Outlier Prior	1%
Rx Cost Band	98-99%



Questions?